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Genesys Engage Digital (eServices)

authentication

12/15/2025

authentication

Options in this section are specific to the **Context Services** functionality of UCS.

- **enabled**
- **password**
- **username**
- **mode**
- **use-role**

enabled

Default Value: false

Valid Values: Either true or false

Changes Take Effect: At start/restart

Enable or disable the authentication mechanism.

mode

Default Value: multi-users

Valid Values: Either single-user or multi-users

Changes Take Effect: At start/restart

Select working mode for authentication, either 'single-user' to use username and password stored in UCS options or 'multi-users' to authenticate using 'Persons' in CME.

password

Default Value:

Valid Values: See Description

Changes Take Effect: At start/restart

Value is a password corresponding to the defined username option

use-role

Default Value: false

Valid Values: Either true or false

Changes Take Effect: At start/restart

Enable or disable role verification. Role can be defined with Genesys Administrator

username

Default Value:

Valid Values: See Description

Changes Take Effect: At start/restart

Value is a name of a user